

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	8	("5737494" "5893098" "5978648" "5987149" "6092060" "6151581" "6157915" "6161101").PN.	USPAT	OR	OFF	2005/06/21 09:16
L2	160	705/7.cor.	USPAT	OR	OFF	2005/06/21 09:18
L3	40	705/11.cor.	USPAT	OR	OFF	2005/06/21 09:18
L4	23	capability near model	EPO; JPO; DERWENT	OR	OFF	2005/06/21 09:24
L5	14	(assess\$ or evaluat\$ or rate or rating or analyze or analysis) with (process or organization or company or project) with (vote or voting)	EPO; JPO; DERWENT	OR	OFF	2005/06/21 09:24
S1	25	(assess\$ or evaluat\$ or rate or rating or analyze or analysis) with (process or organization or company or project) with (vote or voting)	USPAT	OR	OFF	2005/06/21 09:07
S2	19	("4713775"   "4809170"   "4841441"   "4951192"   "5008853"   "5075847"   "5170465"   "5233513").PN. OR ("5587935").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/06/01 15:28
S3	40	(assess\$ or evaluat\$ or rate or rating or analyze or analysis) with (process or organization or company or project) with (vote or voting)	US-PGPUB	OR	OFF	2005/06/21 09:24
S4	311	capability near model	US-PGPUB; USPAT	OR	OFF	2005/06/21 09:24
S5	4	S4 and (vote or voting or ballot)	US-PGPUB; USPAT	OR	OFF	2005/06/20 11:05

6/21/05

Ref	Items	Index-term
E1	1	AU=BESHERS, G M
E2	1	AU=BESHEY, MEG
E3	0	*AU=BESHORE, D
E4	4	AU=BESHORE, EDWARD
E5	1	AU=BESHOURI, CHRISTOPHER P
E6	1	AU=BESHOURI, CHRISTOPHER PAUL
E7	1	AU=BESHWATY, NICHOLAS
E8	2	AU=BESHYAH, SALEM A.
E9	1	AU=BESI, JOHN
E10	1	AU=BESI, JOHN R.
E11	3	AU=BESIC, DAN
E12	1	AU=BESICH, ALLAN

Enter P or PAGE for more

?

Set	Items	Description
S1	263	((ORGANIZATION OR PROCESS) (3N) (ASSESS? OR EVALUAT?)) (S) (VOTE? OR VOTING)
S2	176	S1 NOT PY>2001
S3	119	RD S2 (unique items)
S4	49	S3 AND (QUESTIONNAIRE OR INTERVIEW? OR POLL? OR SURVEY?)
S5	45	S4 AND (STRENGTH OR WEAK?)
?		

86-21-05

T S5/3,K/ALL

5/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02527975 204205421

**Delusions of grandeur? Marketing's contribution to "meaningful" Western political consumption**  
Dermody, Janine; Scullion, Richard  
European Journal of Marketing v35n9/10 PP: 1085-1098 2001  
ISSN: 0309-0566 JRNLD CODE: EJM  
WORD COUNT: 6772

...TEXT: public disenchantment with political parties is not the same as disenchantment with democracy, a recent **survey** by Gallup (1999) highlights worryingly negative public attitudes towards aspects of Western democracy (Spogard and...their objects of desire through their acts of consumption, where consumption becomes "a constructive and **evaluative process** by which an object's value is created, transformed, and negotiated" (Heilbrunn, 1996, p. 129...).

...of election promises and other political product offerings (Dermody et al., 1999), and the consumption ( **voting** ) experience itself. Furthermore, the involvement of the public in political participation will determine the value...their voting choices, and what this voting or abstinence means to them? Ironically, as party **pollsters** and other researchers learn more about the electorate, the assumption that political leaders can know... 1994). This expanded role for marketing appears a mixed blessing for politics. The host of **weak** ties it establishes (including the ubiquitous loyalty schemes) offers a social support system for many...in Experimental Social Psychology, Vol. 25, pp. 227-78.

Foucault, M. (1977), Power/Knowledge: Selected **Interviews** and other Writings, 1972-1977, Harvester, Brighton.

Giddens, A. (1991), Modernity and Identity, Polity, Cambridge...End of Conservative Values? Chapter 5, Ashgate, Aldershot.

Kavanagh, D. (1996), "Speaking truth to power? **Pollsters** as campaign advisors", European Journal of Marketing, Vol. 30 No. 10/11, pp. 104-13...

...Spogard, R. and James, M. (2000), Governance and Democracy - the Peoples View. A Global Opinion **Poll** , address to the United Nations conference, [www.gallup-international.com/survey18.htm](http://www.gallup-international.com/survey18.htm).

Taylor, M. and Saarinen, E. (1994), Imagologies: Media Philosophy, Routledge, London.

Teixeira, R.A...

5/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02482910 120622782

**Graduate assessment centres: An empirical investigation of effectiveness**  
Garavan, Thomas N; Morley, Michael  
Education & Training v40n4/5 PP: 206-219 1998  
ISSN: 0040-0912 JRNLD CODE: EDT

WORD COUNT: 8147

...TEXT: current interest in British and Irish organizations primarily owes its inspiration to US practice. A **survey** of Institute of Personnel Management (IPM) members (Britain and Ireland) in 1973 found only a...

...question: why are British and Irish organizations using them more frequently for selection purposes? The **survey** evidence suggests that it is related to the belief that they are more valid, i...

...use of multiple techniques. Assessment-- centre activities generally include ability tests, personality tests, educational tests, **interviews** , peer evaluations and performance tests. The central assumption is that each technique has its strengths and **weaknesses** and that a combination of diverse techniques is necessary to capitalize on the strengths of...  
...promoting and developing human resources.

There also appears to be a general perception that the **interview** , while a popular method, is less than effective. This scepticism is ...McDaniel et al., 1987; Wiesner and Cronshaw, 1989). Weisner and Cronshaw (1989) report that unstructured **interviews** , which probably constitute the vast majority of all **interviews** undertaken by organizations, have low validity coefficients (0.2). However, structuring the **interview** , particularly by using formal job analysis as a basis, increases validity significantly (0.46). There...adequately sampled for the development of assessment-centre exercises and the performance appraisal instrument. Structured **interviews** were conducted with 100 junior bank officials in order to identify junior bank officials' goals...

...be demonstrated in order to achieve successful task achievement.

This information, obtained from the structured **interviews** , was distributed to corporate human resource management personnel, select district managers and higher-level management for modifications, additions and deletions.

Information from the structured **interviews** was used to develop eight dimensions which were considered essential for success as a bank...

...of the exercises were made if appropriate. Five exercises were used in total:

(1) Personality **questionnaire** . This is strictly not an exercise and its inclusion in an assessment centre has been...a newly appointed junior bank

Table I

official might encounter on the job. Candidates were **interviewed** about how and why they dealt with each item after working on the exercise for two hours. The items were constructed to reflect a broad range of task categories.

(4) **Interview** simulation. The **interview** simulation was designed to give candidates the opportunity to deal with a disgruntled customer. The...

...observed and rated performance. There was also instruction on rating error in the context of **assessment** -centre observations.

Rating **process**

Three **assessors** observed and evaluated each candidate. After gathering

all observations on the five exercises and individually...

...were within at least one rating point of each other and at which time a **vote** was taken and recorded as consensus. The last step assessors took was to combine the...basket exercise proved to be the most difficult to do well in, with the simulated **interview** the easiest. The standard deviation value for the exercises illustrate that the presentation was the...25.

Dougherty, TW., Ebert, R.J. and Callender, J. (1986), "Policy capturing in the employment **interview** ", Journal of Applied Psychology, Vol. 71, pp. 9-15.

Dreher, G.F and Sackett, P...1988), "The role of the traditional research design in underestimating the validity of the employment **interview** ", Personnel Psychology, Vol. 41, pp. 315-27.

Dulewicz, V. (1991), "Improving assessment centres", Personnel Management ...

...E. and Williams, A.RD. (1973), "A twenty-five year follow-up of an extended **interview** selection procedure in the Royal Navy", Occupational Psychology, Vol. 47, pp. 1-13.

Gaugler, B...

...Schmidt, FL., Hunter, J.E., Maurer, S. and Russell, J. (1987), "The validity of employment **interviews** : a review and metaanalysis" (unpublished).

Mehrens, W.A. and Lehman, LJ. (1991), Measurement and Evaluation...

...43, pp. 71-84.

Robertson, LT. and Makin, RT (1986), "Management selection in Britain: a **survey** and critique", Journal of Occupational Psychology, Vol. 59, pp. 45-57.

Robertson, LT. and Smith...W.H. and Cronshaw, S.F. (1989), "A meta-analytic investigation of the impact of **interview** format and degree of structure on the validity of the employment **interview** ", Journal of Psychology, Vol. 61, pp. 275-90.

Woodruffe, C. (1990), Assessment Centres: Identifying and...

5/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02327443 86065013

**Quality improvement efforts at St Mary's Hospital: a case study**  
Klein, Donald; Motwani, Jaideep; Cole, Beth  
Managing Service Quality v8n4 PP: 235-240 1998  
ISSN: 0960-4529 JRNL CODE: MAQ  
WORD COUNT: 3975

...TEXT: A case study approach was employed to conduct the research. Data were collected primarily through **interviews** , observations, and archival sources. **Interviews** were conducted, in person, with executives who were familiar with the quality initiative process. Since...floor. Directions

were given to the OB unit to each patient. Follow-up patient satisfaction **surveys** have indicated strong positive ...as to its relationship, if any, to necessity and customer needs. Were the relationships strong, **weak** , or non-existent?

For example, all the key customers, their expectations, needs and what outcome...

...s Hospital made a strong commitment to CQI. A large team was initially formed to **evaluate** the whole **process** of the emergency department from when the patients entered the department until they left the department. Brainstorming, multi- **voting** , and nominal group techniques were used to identify and address the following key causes for...

5/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02297187 98222764

**Chaos in Russian budgeting as a product of institutional design: The failure of unlinked dual-channel institutions**  
Ostrow, Joel M  
Journal of Public Budgeting, Accounting & Financial Management v13n4 PP:  
624-652 Winter 2001  
ISSN: 1096-3367 JRNLD CODE: PBFM  
WORD COUNT: 9496

...TEXT: all RbIs 87 trillion, the Finance Ministry instead cut the figure to RbIs 37 trillion! ( **Interviews** .) The Defense Minister pressed his battle with the government's budget even after the budget...But, as one Budget Committee member noted, the rule "does not work... everyone ignores it" ( **Interviews** ). Duma deputies are able to ignore the Budget Committee's rules for the budget process...

...as responsible for the budget, and simply acts as if it does control the budget **process** . They issue competing **evaluations** of the government's draft, the contradictory content of which leaves government officials confused as...

...the committees submit competing, alternative provisions for the budget itself. When it comes time to **vote** on the floor, the members are faced with alternative versions of budget provisions from the...time, rather than in separate elections six months apart as is currently the case. While **weak** parties and a prevalence among the voters to favor independence would not in the short...this paragraph was largely the product of personal observations and a series of over 150 **interviews** with legislators and executive branch officials conducted in Moscow between November 1993 and February 1995. Future references to " **Interviews** " refer to this "participant observation" research.

9. See the newspapers Krasnaya zvezda, June 7, 1994...

...za ego ispolneniem. (Explanatory notes to the Duma Resolution on the 1994 Federal Budget).

12. **Interviews** . Also, personal observations of Budget Committee Session Debate, May 10, 1994. For examples in print...

5/3,K/5 (Item 5 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)  
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02269135 86920829

**Graduate assessment centres: an empirical investigation of effectiveness**  
Thomas N. Garavan; Michael Morley  
Career Development International v2n4 PP: 160-172 1997  
JRNL CODE: CDVT  
WORD COUNT: 8276

...TEXT: current interest in British and Irish organizations primarily owes its inspiration to US practice. A **survey** of Institute of Personnel Management (IPM) members (Britain and Ireland) in 1973 found only a...

...question: why are British and Irish organizations using them more frequently for selection purposes? The **survey** evidence suggests that it is related to the belief that they are more valid, i...

...use of multiple techniques: Assessment-centre activities generally include ability tests, personality tests, educational tests, **interviews**, peer evaluations and performance tests. The central assumption is that each technique has its strengths and **weaknesses** and that a combination of diverse techniques is necessary to capitalize on the strengths of...  
...promoting and developing human resources.

There also appears to be a general perception that the **interview**, while a popular method, is less than effective. This scepticism is reinforced by the extant...

...McDaniel et al., 1987; Wiesner and Cronshaw, 1989). Weisner and Cronshaw (1989) report that unstructured **interviews**, which probably constitute the vast majority of all **interviews** undertaken by organizations, have low validity coefficients (0.2). However, structuring the **interview**, particularly by using formal job analysis as a basis, increases validity significantly (0.46). There...adequately sampled for the development of assessment-centre exercises and the performance appraisal instrument. Structured **interviews** were conducted with 100 junior bank officials in order to identify junior bank officials' goals...

...be demonstrated in order to achieve successful task achievement.

This information, obtained from the structured **interviews**, was distributed to corporate human resource management personnel, select district managers and higher-level management for modifications, additions and deletions.

Information from the structured **interviews** was used to develop eight dimensions which were considered essential for success as a bank...of the exercises were made if appropriate. Five exercises were used in total.

1 Personality **questionnaire**. This is strictly not an exercise and its inclusion in an assessment centre has been...

...simulating problems a newly appointed junior bank official might encounter on the job. Candidates were **interviewed** about how and why they dealt with each item after working on the exercise of two hours. The items were constructed to reflect a broad range of task categories.

4 **Interview** simulation. The **interview** simulation was designed to give candidates the opportunity to deal with a disgruntled customer. The...

...observed and rated performance. There was also instruction on rating error in the context of **assessment** -centre observations.

#### Rating process

Three **assessors** observed and evaluated each candidate. After gathering all observations on the five exercises and individually...

...were within at least one rating point of each other and at which time a **vote** was taken and recorded as consensus. The last step assessors took was to combine the...basket exercise proved to be the most difficult to do well in, with the simulated **interview** the easiest. The standard deviation value for the exercises illustrate that the presentation was the...

Dougherty, T.W., Ebert, R.J. and Callender, J. (1986, "Policy capturing in the employment **interview** ", Journal of Applied Psychology, Vol. 71, pp. 9-15.

19. Dreher, G.F. and Sackett...

...1988, "The role of the traditional research design in underestimating the validity of the employment **interview** ", Personnel Psychology, Vol. 41, pp. 315-27.

21. Dulewicz, V. (1991, "Improving assessment centres", Personnel...

...and Williams, A.P.D. (1973, "A twenty-five year follow-up of an extended **interview** selection procedure in the Royal Navy", Occupational Psychology, Vol. 47, pp. 1-13.

25. Gaugler...

...F.L., Hunter, J.E., Maurer, S. and Russell, J. (1987, "The validity of employment **interviews** : a review and metaanalysis" (unpublished).

43. Mehrens, W.A. and Lehman, I.J. (1991, Measurement...

...84.

55. Robertson, I.T. and Makin, P.T. (1986, "Management selection in Britain: a **survey** and critique", Journal of Occupational Psychology, Vol. 59, pp. 45-57.

56. Robertson, I.T...W.H. and Cronshaw, S.F. (1989, "A meta-analytic investigation of the impact of **interview** format and degree of structure on the validity of the employment **interview** ", Journal of Psychology, Vol. 61, pp. 275-90.

Caption: Table I; Element 1; Table II...

5/3,K/6 (Item 6 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02246257 86940590

Morgan Kousser's noble dream

Gerken, Heather K

Michigan Law Review v99n6 PP: 1298-1331 May 2001

ISSN: 0026-2234 JRNL CODE: MLW

WORD COUNT: 18068

...TEXT: instead on the three Gingles preconditions, ' mechanical proxies

for assessing whether racial minorities' potential voting **strength** has been undermined. Thus, even without some qualitative proof of dilution, plaintiffs were very likely...the minority community will be passed, even if they are passed by whites that minority **voters** have helped elect)." Kousser does not offer a normative explanation as to why we should...

...must answer the question, what theory of representation should guide that choice? How should courts **assess** where the **process** of democratic compromise will take place - at the district level, when **voters** elect their representatives, or at the legislative level, among representatives? Is the notion of descriptive...

...articulating the limits to that principle. How far should we go to augment minority electoral **strength** ? Should we abandon territorially based districting for those groups unable ...legal academics Kousser addresses, overblown rhetoric is generally the sign of an advocate with a **weak** case, and interdisciplinary work like Colorblind Injustice is likely to be most successful when it...to invalidate Republican-created districting plans under Shaw. The first, Voinovich v. Quilter,<sup>113</sup> provides **weak** support for Kousser's thesis. The only full opinion the Supreme Court delivered in that...taking advantage of racially polarized voting among whites and racial minorities to undermine the voting **strength** of minority group members. For a detailed analysis of the right to an undiluted vote...

...bloc, thus enabling whites usually to defeat the minority group's preferred candidates at the **polls** . 478 U.S. at 50-51.

21. See Jenkins v. Red Clay Bd. of Educ...for Perfect Proxies, 85 CORNELL L. REV. 1447 (2000).

61. This concern would be far **weaker** , however, if we could develop a more dynamic relationship between representative and constituent. Concerns about ...1996); Bernard Grofman & Lisa Handley, Estimating the Impact of Voting-Rights-Related Districting on Democratic **Strength** in the U.S. House of Representatives, in RACE AND REDISTRICTING IN THE 19905, at...

5/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02071859 61899877

Improving state policies prohibiting public employment discrimination based on sexual orientation  
Colvin, Rodderick A  
Review of Public Personnel Administration v20n2 PP: 5-19 Spring 2000  
ISSN: 0734-371X JRNLD CODE: RPP  
WORD COUNT: 6308

...TEXT: filed under the specific statute or ordinance. This search yielded no suits. Next, the authors **surveyed** the state and local government agencies or offires responsible for enforcement. The authors requested information...

...trends among the complaints. Riccucci and Gossett were able to draw several conclusions from their **survey** :

1. Enforcement of nondiscrimination policies was questionable, based on the responses from enforcement agencies and...with Riccucci and Gossett (1996), provided interesting facts about nondiscrimination policies. Button, Wald

and Rienzo **surveyed** governments to find out, among other things, the number of claims filed pertaining to discrimination...the ideal framework of Sabatier and Mazmanian (1980), we can observe that these areas of **weakness** primarily fall into the nonstructural, political category. This would suggest that while governors and legislators...of this manuscript.

## NOTES

'Based on the 1997 National Gay and Lesbian Task Force's **survey** of states, cities, and counties that prohibit employment discrimination based upon sexual orientation.

two of...

...1997. Due to the relative newness of these policies, the statutes were excluded from the **evaluation process**. It is unlikely that full implementation processes for these policies have been developed. In the case of Maine, enactment of their nondiscrimination policy was overturned in a **voter** referendum in February 1998.

'Cohen, O'Byrne and Maxwell (1999) noted that between 16% and 46% of **surveyed** gay men, lesbians and bisexuals have reported experiencing employment discrimination.

'The U.S. General Accounting...

5/3,K/8 (Item 8 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01575895 02-26884

Union decertification research: Review and theoretical integration  
Jelf, Gregory S; Dworkin, James B  
International Journal of Conflict Management v8n4 PP: 306-337 Oct 1997  
ISSN: 1044-4068 JRNL CODE: IJCM  
WORD COUNT: 13750

...TEXT: decertification relative to membership gains through certification. These numbers too highlight an erosion of union **strength**, and again indicate the increasing importance, proportionally, of decertification elections to union density.

An important...expected utility terms, and therefore the more likely they are to see the union as **weak** or ineffective (Ahlburg & Dworkin, 1984; Chafetz & Fraser, 1979; Elliott & Hawkins, 1982). This should increase the ...treatment, because the union both codifies worker dissatisfaction (via a grievance system) and channels collective **strength** to stand up for workers' interests (Perlman, 1958; Hirschman, 1970). It seems quite likely that...unions reduce discrimination and, more generally, protect their rights, which is consistent with arguments and **survey** evidence offered in prior research (Freeman & Medoff, 1984). We expect this effect, after taking turnover...

...decertification should be less likely in Important Units.

Second, Strong Parent represents the international's **strength**. In the abstract, a parent may be equally devoted to all locals, regardless of whether...

...1984; Elliott & Hawkins, 1982; Koeller, 1991; Lawler & Hundley, 1983).

In short, if the parent is **weak**, decertification should be more likely, and vice versa if the parent is strong.

Financial Position...

...this strategy as a way of increasing firm value. As such, firms who are financially **weak** should more aggressively campaign for decertification than those that are financially strong. Financially strong firms...

...about promoting decertification since they are already in a strong position. But those in a **weak** position might see decertification strategies as means to improve stock value and appease shareholders, and... ...it, then even those workers socially or politically predisposed to be anti-union may nonetheless **vote** to retain representation. Likewise, even those socially or politically predisposed to be pro-union may cast anti-union **votes** if the union provides little or no workplace voice (e.g., the lot of minority...

...utility or provide voice. Complete information, as was the case with expected utility, characterizes the **evaluation process** used by workers on the extent of union-provided workplace voice. In essence, we assume... level. Bigoness and Tosi (1984) examined faculty voting behavior using 112 self-selected, self-report **survey** responses and found that union instrumentality, gender, and attitude toward unions were related to the...

5/3,K/9 (Item 9 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01366266 00-17253

**A comparison of US, UK, and German insolvency codes**  
Franks, Julian R; Nyborg, Kjell G; Torous, Walter N  
Financial Management v25n3 PP: 86-101 Autumn 1996  
ISSN: 0046-3892 JRNL CODE: FMG  
WORD COUNT: 11320

...TEXT: Europe must establish their own codes, and this paper provides information on the strengths and **weaknesses** of competing creditor- and debtor-oriented codes. Also, when the EU harmonizes the insolvency codes... on local employment, when deciding whether to maintain firms as going concerns. According to a **questionnaire** study by Gessner et al. (1978) of close to 300 insolvency practitioners, the criterion that...

...concerns, these two criteria were selected by 30% and 9%, respectively. The new code will **weaken** the role of the administrator to make these judgements.

IV. US, UK, and German Codes...selected, so that junior creditors or equityholders can use the values submitted in the bid **process** to **assess** the value of the company when trading their claims. This trading of claims provides a means of minimizing costly conflicts about firm valuation. The shareholders then **vote** on which bid to accept.

An important advantage of the bidding process in the AHM...

5/3,K/10 (Item 10 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01092067 97-41461

**State of the states 1995**

Barrett, Katherine; Greene, Richard

Financial World v164n20 PP: 36-60 Sep 26, 1995

ISSN: 0015-2064 JRNL CODE: TWO

WORD COUNT: 18678

...TEXT: anything from history." The electorate is pressing hard for tax relief. In a recent nationwide **survey** conducted by KPMG Peat Marwick, 66% of respondents said that their state did not do...project funding affects the future. Currently, condition assessments, scheduled maintenance, prioritization and analytic techniques are **weak** . A goal of the new administration is to create a real planning document that will...The state's financial report is qualified.

Managing for Results: A

Florida gets FW's **vote** for the most promising performance measurement system--though it still has a long way to...

...has statewide benchmarks, is tying these to shorter-term targets for agencies and has an **evaluation process** that will use measurements to sort out which services government can do efficiently, which should...

...accuracy of revenue estimates has improved. The rainy day fund, depleted when the economy was **weak** in the early 1990s, has been restocked. Yet another reserve has been set up, in...on one-time revenues as a means of balancing the budget. The state's biggest **weakness** is still its financial reporting. Kansas is among a handful of states that has not...attention to evaluating and analyzing services. Reforms of Medicaid, for example, were accompanied by citizen **surveys** that tracked satisfaction with the new managed-care system. Results-oriented measurements make sure that...1994 and had a strong impact on the 1996-97 biennial budget. A recent state **survey** found that 86% of senior managers are using the state's program-measurement systems to...two dozen more added in the current biennium. The state has not yet tried customer **surveys** . It does not compare itself with other states or break down total costs to unit...the cost of services far better than most other states. But it continues to be **weak** in its measurement of program effectiveness. Governor Whitman has made an attempt to restructure government...

...general fund revenues. Budgeting is generally responsible, with five-year revenue and expenditure projections. A **weak** spot: Corrections spending exceeded expectations by 9.7% in fiscal 1994 and 11% in fiscal...s-A, S&P-A-Governor George Pataki, Republican

Financial Management: D

"Next year's **survey** will be markedly different," a hopeful budget official writes. Maybe. But for now, the Empire...

...Nothing is saving the state here. The New York budget office succinctly answered FW's **survey** on performance measurement and evaluation with two words: Not applicable. When FW asked Claudia Hutton...shops," reports the governor.

Managing for Results: B

In past evaluations, this has been a **weak** spot for Ohio. Results-oriented

information is only to be found in a quarter of...costs to get at improved efficiency. It doesn't compare performance to other states or **survey** citizens to gauge their satisfaction with service. One good sign: New initiatives call for improved...

...The education department is also charting the performance of school districts. Formal program evaluation is **weak** .

Infrastructure Maintenance: C+

Capital budgeting has greatly improved. In recent years the state has developed...and condition assessment is done annually. The public building side, as in most states, is **weaker** . A highly decentralized approach makes it difficult for legislators to evaluate needs or even get...

**5/3,K/11 (Item 11 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00866900 95-16292

**Co-operative control**

Jackson, Peter

CA Magazine v127n3 PP: 59-63 Apr 1994

ISSN: 0317-6878 JRNL CODE: CCA

WORD COUNT: 3580

...TEXT: and when detection is less likely. Among the circumstances giving rise to such opportunities are **weak** or nonexistent internal accounting controls. The commission recommended that the SEC require public companies to...reference point for voluntary management reports on control, one study found that 70% of companies **surveyed** were reporting on a broader scope instead of restricting themselves to control over financial reporting...In 1992, members of the CICA's Criteria of Control Committee conducted a number of **interviews** with Canadian organizations in both the private and public sectors to supplement members' first-hand...

...measure the soft dimensions of control. In one company we visited, employees complete a morale **survey** (anonymously) twice a year. The questions in the **survey** , and the target morale level, are changed to reflect current operating objectives and conditions. The...  
...employees who report to them.

In addition, we found a number of companies using **self- assessment** techniques. The **process** typically occurs in a half-day to day-long workshop led by a manager or an internal auditor. Interactive **voting** machinery is used to help achieve the desired frankness by making the results of an...

...identify current trends in control through a study of recent writings on business management and **interviews** with leading Canadian organizations, paying particular attention to how control is realized through people and ...

**5/3,K/12 (Item 1 from file: 148)**  
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12947989 SUPPLIER NUMBER: 68534551 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Student Team Projects by Internet. (international work groups meet online)**  
Kaiser, Paula R.; Tullar, William L.; McKown, Diana  
Business Communication Quarterly, 63, 4, 75  
Dec, 2000  
ISSN: 1080-5699 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2090 LINE COUNT: 00179

... a classroom project. We use a human resources problem and provide digitized videos of job **interviews** . Students serve as a search committee to fill an administrative position in the business school...

...happen with a real search committee.

Our own faculty colleagues and administrators role-play the **interviewer** and the applicants for the position. We recruit individuals whose own credentials make them appropriate candidates for the fictitious position and then **interview** them in a natural manner. Professional staff in our own university studio videotape the **interviews** that we make available to students for evaluation.

Development of a Project Website

A project...

...the profile of the university, job description, and resumes of applicants. Digitized videos of applicant **interviews** are also available at the project Website. Most important, the Website provides access to group...

...the job by giving each candidate anywhere from 0 to 100 points.

**Step TWO: Evaluating Interviews**

From the project Website, students view digitized videos of the candidates' job **interviews** . Again acting as individuals, students submit an electronic "vote." Students evaluate each candidate's suitability for the job, considering both the resume and the **interviews** , and once again give each candidate 0 to 100 points.

**Step Three: Arriving at Consensus...**

...password ensures that students access only their assigned groups. Group members present the strengths and **weaknesses** of each candidate and react to the opinions of others. By the announced deadline, each...

...local members of each team and allows face-to-face communication during the collaborative writing **process** .

**Evaluation of Class Project**

In business organizations, EMs overcome some of the problems inherent in face...

5/3, K/13 (Item 2 from file: 148)  
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08512840 SUPPLIER NUMBER: 18074155 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Square pegs and round holes: can the economic paradigm be used to value the wilderness.**  
Kahn, James R.  
Growth and Change, v26, n4, p591(20)  
Fall, 1995  
ISSN: 0017-4815 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 9125 LINE COUNT: 00742

... by the previously employed methods?  
Before embarking on a more intense discussion of strengths and

**weaknesses** of valuation methods, it is useful to interject some dimensionality into the valuation problem. There...the location.(3) For example, if all the characteristics of location are identical except air **pollution** , one would expect people to try to increase their utility by choosing the cleaner air...measure of net benefits per choice occasion can be estimated.(11)

There are three major **weaknesses** associated with this model. First, the net benefits measure is estimated per trip, but the...

...the stated value is for a good other than the good being addressed in the **survey**

\* The possibilities that there are systematic differences between the ways that people respond to hypothetical...obtain this information. Analogous resources are not always available for environmental change, particularly in a **survey** framework.

Another extremely important information issue has to do with the partial equilibrium framework of...

...aspect of value, as people are accustomed to making tradeoffs among alternative recreational sites.

Although **survey** writers anticipate informational needs of the respondent, the respondent cannot acquire more information than is available in the **survey** . Consequently, one of the important research areas of contingent valuation involves this information issue and...

...a theoretical issue, and should eventually be answered by contingent valuation research. However, many past **surveys** must be interpreted in the context of whether appropriate information was provided in the **survey** .

Valuing Other Goods. The second major criticism of contingent valuation is that the people who...

...a higher willingness to pay. Similarly, they may reason (correctly or incorrectly) that the same **pollution** that causes the reduced visibility is injurious to the health of people, plants, and animals...

...eliminate these potential problems.

Another potential problem arises because the act of participating in the **survey** may create a good which creates utility for the respondent and the respondent incorporates that...

...values because they feel that stating positive values makes the respondent look good in the **surveyor** 's eyes.(15)

Again the so-called embedding problem is not a theoretical objection to...

...an empirical obstacle to its implementation. Many proponents of contingent valuation feel that properly written **surveys** can minimize embedding and that "scoping" tests can test for the presence of embedding. On...further, to use the Internet system to allow relatively cheap access to large numbers of **survey** respondents. For example, in the not-to-distant future all high schools and public libraries...an individual quality characteristic.

Although conjoint analysis suffers from some of the same types of **survey** -generated biases (such as hypothetical bias) as contingent valuation, it has several advantages over contingent...

...off between money and the environment is neither explicit nor the central focus of the **survey** question, as the respondent is asked which state of the world he or she prefers...

...measure is more equitable because it moves the evaluation process from a "one dollar-one **vote**" framework, to a "one person-one **vote**" framework. Thus, as long as the **survey** sample is representative of the population as a whole, the evaluation does not weight the...associated with the contingent valuation method.

13. See Smith and Osborne (1993) for a critical **survey** of these studies.

14. See Kahneman and Knetsch (1992), for example.

15. See Mitchell and...AEA meetings, Washington DC, January 1995.

Mitchell, R.C., and R.T Carson. 1989. Using **surveys** to value public goods—the contingent valuation method. Washington DC: Resources for the Future.

Muir...

...Mifflin.

Neill, H.R., R. Cummings, P. Ganderton, G. Harrison, and T. McGuckin. 1994. Hypothetical **surveys** and real economic commitments, *Land Economics*, 70: 145-54.

Portney, P.R. 1994. The contingent...

5/3, K/14 (Item 3 from file: 148)  
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08457975 SUPPLIER NUMBER: 17964561 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Barriers to individual environmental action: the influence of attitudes and social experiences.**  
Wall, Glenda  
Canadian Review of Sociology and Anthropology, v32, n4, p465(25)  
Nov, 1995  
ISSN: 0008-4948 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 9859 LINE COUNT: 00934

TEXT:

...1) As a result an increasing number of researchers are turning their attention toward the **strength** of public commitment to environmental quality as measured by the actual behaviour people are willing...

This study aims to contribute to the examination of the **strength** of public behavioural commitment to environmental quality, and to the development of an understanding of...

...attitudes and behaviour are also explored.

Specifically, based on data from a 1990 random sample **survey** of Edmonton residents, this study uses explanatory variables derived from past research findings and theoretical...

...changes vary in their conclusions depending on how the frequency and quantity of behaviours are **assessed**. The Roper **Organization** (1990), by asking which behaviours were done on a regular basis, found that 46% of Americans **surveyed** recycled bottles or cans and 26% recycled newspapers. (6) Environmentally conscious consumer behaviours, such as...

...and avoiding excess packaging, were reported by 7% to 25% of the sample in this **survey**, depending on the behaviour in question. Eight percent of those **surveyed** reported regular reduced use of automobiles, 8% reported contributing money to environmental groups, and 4...attitudes are generally positively and significantly correlated with environmental behaviours, this association tends to be **weak** (Uusitalo, 1990: 223; Oskamp et al., 1991: 497). (8)

Recycling, the most prevalent individual environmental...

...be improved if attitudes and behaviour were measured at the same level of specificity, if **strength** of attitudes were considered, and if behavioural retentions, situational factors and reference groups were included...source of motivation for individuals, especially for those who suffer from the immediate consequences of **pollution** or environmental degradation. In other words, Mitchell argued, the potential costs of not participating (continued...).

...Methods

Data for this study were obtained from the 1990 Edmonton Area Study, an annual **survey** conducted by the Population Research Laboratory at the University of Alberta.(10) Personal **interviews** were conducted with a total of 448 residents of Edmonton in this random sample **survey** . One adult resident per household was **interviewed** . A quota system was used to obtain an equal number of male and female respondents...

...regression coefficients produced using ordinary-least-squares estimation.

Models and Hypotheses

Where made possible by **survey** questions, the predictors of general environmental concern (concern about the earth's environment), and specific ...studies have shown associations of environmental concern with party identification (Republican or Democrat) to be **weaker** and more inconsistent than associations with political ideology, there is reason to expect that the political structure of support for environmental protection in Canada will be somewhat different. **Weak** associations between party identification and environmental concern in the United States have been attributed to...

...viewing preferences regarding television programmes dealing with environmental issues (see Appendix I). There are several **weaknesses** associated with this measure. It does not measure the effect of media exposure comprehensively or...

...of this variable, this indicator of media exposure was included in the models despite the **weaknesses** associated with it.

Multiple indicators were available to provide measures for three of the explanatory...increased advantage associated with greater participation;

\* Concern about the earth's environment will have a **weak** positive effect on behaviour such that higher degrees of concern will result in increased environmental...

...who prefer such programmes exhibit greater environmental concern. As mentioned, this indicator suffers from several **weaknesses** . It is possible, however, that the significant effect coefficient here may provide some indication of...

...motivation increases with perceptions of personal risk. In line with expectations, attitudes again had a **weak** positive relationship with the environmental behaviour in question. The other variable that resulted in increased...general environmental concern, in this case, was a predictor of behaviour in both equations. The **strength** of the relationship between attitudes and behaviour, however, was **weak** . This was not unexpected given what social psychological research has to say about attitudes and...

...outlined in rational choice theory. Nevertheless, the fact that general environmental concern did have a **weak** positive effect on both behaviours supports previous research findings, which suggest that environmental

attitudes do...

...in the equation explaining recycling behaviour, was the only class-related variable to have a **weak** but significant impact on environmental behaviour. This finding was supported by a re-analysis of... cooperative behaviour and ease of action.

The fact that general environmental concern did have a **weak** effect on both of the specific behaviours considered in this study (and presumably more specific...).

...Buttel, 1987: 474-476).

8. Similar findings in social psychology suggest that attitudes are typically **weakly** connected to behaviour unless very specific attitudes are used to predict the same specific behaviour...

...Statistics Canada, 1993).

11. The process of deciding which variables were reasonably represented in the **survey** often involved choosing between **weak** indicators or no indicators at all. In some cases the choice was made to use **weak** indicators, and these cases, along with their implications for the interpretation of results, are discussed...

...Society. It should be noted that it was not possible, using measures available in this **survey** , to ascertain the overall amount of waste recycled or to incorporate qualitative distinctions regarding the...were not, no doubt illustrating the effect that sampling fluctuations can have when relationships are **weak** and sample sizes are not large.

22. The determinants of recycling behaviour remained consistent in... No. 8, pp. 9-15, 32-37.

Dunlap, R.E. and R. Scarce. 1991. "The **polls** - **poll** trends: Environmental problems and protection." *Public Opinion Quarterly*, Vol. 55, pp. 651-672.

Elster, J...

5/3, K/15 (Item 4 from file: 148)  
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04163389 SUPPLIER NUMBER: 07993870 (USE FORMAT 7 OR 9 FOR FULL TEXT)

An exploration of voter responses to political advertisements.

Hill, Ronald Paul

Journal of Advertising, v18, n4, p14(9)

Fall, 1989

ISSN: 0091-3367 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6608 LINE COUNT: 00576

... about the political process (Grove 1989; Taylor 1989). According to a Wall Street Journal/NBC **poll** , a sense of skepticism or cynicism was widespread among voters prior to the presidential election...advertisements lacks credibility, reducing their effectiveness. Consistent with this position, a Research & Forecasts Communications Omnibus **poll** found that 70 percent of Americans are unlikely to believe political advertising in which candidates criticize each other (Marketing & Media Decisions 1980). Also, a November 2, 1988 Eagleton **Poll** found that the opponent-negative ads (produced in record numbers) used by both candidates in...1988 presidential election were accepted as subjects, to ensure that they were experienced with the **process** of evaluating candidates and as such represented legitimate "consumers".

Subjects were assigned randomly to one of six...a negative approach

may be an effective challenger strategy if it is focused on a **weakness** of the incumbent that is widely believed by the electorate (Honomichl 1988). On the other...

...a negative campaign like the 1988 presidential race is generally effective. These data and recent **polls** suggest that a widespread negative approach may reduce both candidates in the estimation of the...

...candidates and their consultants believe that they are faced with the "prisoner's dilemma". Democratic **pollster** Paul Maslin stated:

"The techniques have gotten so refined, the weapons so powerful, that if...

...will remain an important and controversial topic that necessitates further research. Given the strengths and **weaknesses** of the present study, several recommendations emerge. First, future ...88," Advertising Age, 58(3), 3, 70, 72. Hume, Ellen and Rich Jaroslovsky (1988), "New **Poll** Finds Voters Broadly Dislike Choice in Presidential Race," The Wall Street Journal, (October 28), A1...

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